



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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WENDY L. WATANABE
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June 20, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – CHILDREN AND
FAMILY SERVICES - CAREPROVIDER CHILDREN AND FAMILY
SERVICES I AND II GROUP HOMES**

We have completed a review of Careprovider Children and Family Services I and II Group Homes (Group Home or Agency) operated by Careprovider Children and Family Services. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Careprovider Children and Family Services I and II Group Homes are each six-bed facilities. Careprovider Children and Family Services I Group Home provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Careprovider Children and Family Services I Group Home was providing services for five DCFS children and one Riverside County child.

Careprovider Children and Family Services II Group Home provides care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Careprovider Children and Family Services II Group Home was providing services for five DCFS children and one San Bernardino County child.

"To Enrich Lives Through Effective and Caring Service"

Careprovider Children and Family Services I and II Group Homes are located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Both Group Homes need to repair or replace floor coverings and repair torn sofas. Additionally, the Group Homes need to include input from all members of the treatment team in the development and update of the Needs and Services Plans and maintain current court authorizations for all children taking psychotropic medication.

Careprovider Children and Family Services I Group Home needs to remove the writing from the backyard gate and from the bedroom furniture. The Group Home also needs to repair the stove burners, the dishwasher, replace the broken kitchen counter tiles, and provide sufficient lighting in all the bedrooms.

Careprovider Children and Family Services II Group Home needs to replace the knob on the stove, a missing light fixture globe and window screen, bedroom dressers, and the bed pillows. Additionally, the Group Home needs to repair the bedroom doorframe molding and the holes in the bedroom wall. The Group Home also needs to provide age-appropriate educational resources and casual reading material, develop comprehensive Needs and Services Plans that include long and short term goals, and provide children with a sufficient quantity of clothes.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a

corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:dl

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Emeka Dillibe, Executive Director, Careprovider Children and Family Services
Public Information Office
Audit Committee

**Careprovider Children and Family Services
Group Home I
1541 West Avenue H-1
Lancaster, California 93534
Phone: (661)940-8885
License Number: 197604976
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Careprovider Children and Family Services I Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there is writing on the gate in the backyard.

Generally, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the sofa seat cushion in the activity room is torn. In the kitchen, the dishwasher and the right burners on the stove do not work and the tiles on the counter are broken.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, there is writing on the dresser in bedroom one and on the desk top in bedroom two. Additionally, all bedrooms have insufficient lighting.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Careprovider Children and Family Services management:

- a. Remove the writing from the backyard gate.
- b. Repair the dishwasher and stove burners.

- c. Repair or replace the kitchen counter tile.
- d. Remove the writing or replace the bedroom furniture.
- e. Provide sufficient lighting in all the bedrooms.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The NSPs are current, comprehensive, and include short and long term goals. The Needs and Services Plans (NSPs) are developed and implemented with input from the child. However, the NSPs do not include input from all members of the treatment team.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. Careprovider Children and Family Services management include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, the Group Home does not maintain current court authorizations for all children taking psychotropic medications.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 3. Careprovider Children and Family Services management maintain current court authorizations for all children taking psychotropic medications.**

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are able to make and receive personal telephones calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice. Children also receive voluntary medical, dental, and psychiatric care.

Children report satisfaction with meals and snacks.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Careprovider Children and Family Services
Group Home II
517 North Chalbourn Avenue
West Covina, California 91790
Phone: (626) 814-1235
License Number: 197804534
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Careprovider Children and Family Services Group Home II is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet in the living room is damaged and the right arm of the sofa is torn. The kitchen stove is missing a control knob and the bathroom light fixture cover is missing.

The children's bedrooms are clean and orderly and have age-appropriate personalized decorations. There is adequate lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the closet doorframe and a dresser drawer in bedroom two are broken. In bedroom three, the dresser is broken and has writing on it, there are two holes in the wall, the window screen is missing, and the pillows on the beds are flat.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. A computer with a variety of programs, are also available. However, there is an insufficient quantity of educational resources and books.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Careprovider Children and Family Services management:

- a. Repair or replace the living room carpet.
- b. Repair the arm of the sofa.
- c. Replace the missing knob on the stove.

- d. Replace the missing light cover.
- e. Repair the closet door molding in bedroom two.
- f. Repair the wall in bedroom three.
- g. Replace the dressers in bedrooms two and three.
- h. Replace the missing window screen.
- i. Replace the bed pillows.
- j. Provide a sufficient quantity of age-appropriate educational resources and books.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and are developed and implemented with input from the child. However, the NSPs do not include input from all members of the treatment team, are not comprehensive, and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Careprovider Children and Family Services management:

- a. Include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.
- b. Develop comprehensive Needs and Services Plans that include long and short term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, the Group Home does not maintain current court authorizations for all children taking psychotropic medications.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 3. Careprovider Children and Family Services management maintain current court authorizations for all children taking psychotropic medications.**

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice. Children also receive voluntary medical, dental, and psychiatric care.

Children report satisfaction with meals and snacks.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance**Method of assessment – Review of relevant documents and interviews**

Sample size: Two**Comments:**

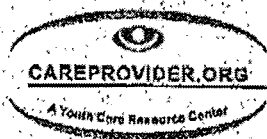
The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality. However, one child does not have a sufficient quantity of clothes and is in need of additional shirts and socks.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 4. Careprovider Children and Family Services management provide additional clothing items as needed to ensure that all children have a sufficient quantity of clothes.**



Staff Training . Career Center . Consultation . Group Homes . Directories
100 N. Barranca Ave., Suite 719 West Covina, CA 91791

DATE: 5/11/2007

TO: Candace Rhue, Group Home Audit Supervisor

FROM: Careprovider Children & Family Services II

RE: Corrective Action Plan for Audit

The Corrective Action Plan (CAP) has been implemented as follows for Careprovider Children & Family Services Group Home I located at 517 N. Chalburn Ave, West Covina, Ca 91790 (License # 197804534)

I. Facility and Environment

I a. Recommendations

Repair or replace the living room carpeting

Corrective Action Plan

The agency has retained the services of a contractor to repair the living room carpet. It is anticipated that this project will be complete by 5/18/07. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

I b. Recommendation

Repair the torn arm of the sofa.

Corrective Action Plan

The agency will repair the torn arm of the sofa. It is anticipated that this project will be complete by 5/18/07. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

I c. Recommendation

Replace the missing knob on the stove.

Corrective Action Plan

The agency has replaced the missing knob on the stove. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

CAREPROVIDER.ORG**1 d. Recommendation**

Replace the missing light cover.

Corrective Action Plan

The agency has replaced the missing light cover. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

1 e. Recommendation

Repair the closet door molding in bedroom two.

Corrective Action Plan

The molding in bedroom two has been replaced with new molding. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

1 f. Recommendation

Repair the wall in bedroom three.

Corrective Action Plan

The wall in bedroom three has been repaired. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement. Resident's continue to receive counseling and encouragement to refrain from damaging walls in the house.

1 g. Recommendation

Replace the damaged dressers in bedrooms two and three

Corrective Action Plan

The dressers have been replaced in bedrooms two and three. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

1. h Recommendation

Replace the missing window screen

Corrective Action Plan

The screen has been replaced. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

1. i Recommendation

Replace the bed pillows

Corrective Action Plan

All bedroom pillows have been replaced. Pillows will be replaced at least every six months or as often as needed. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

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1. j. Recommendation

Provide a sufficient quantity of age-appropriate educational resources and books.

Corrective Action Plan

The agency has provided the children a sufficient quantity of age-appropriate educational resources and books. . Group home staff under supervision of the Administrator will ensure that age-appropriate educational resources and books are available to all residents. We are also in waiting with L.A county Department of Education to receive more age appropriate materials through Title I funding for foster care youths.

II. Program Services

Recommendation

Careprovider Children & Family Services management includes input from the treatment team in the development and implementation of the NSPs.

Corrective Action Plan

2 a. Group home staff and administrator are part of the treatment team NSP development and will now ensure that all participants present sign the NSP to reflect their contributions to the plan. The administrator will ensure that the multi-disciplinary team continue to participate in the development and appropriate documentation of NSPs.

2 b. Recommendation

Develop comprehensive NSP's that include long and short term goals.

Corrective Action Plan

Agency Director will work closely with Licensed Clinical staff to ensure that long and short term goals are implanted within the NSP's The agency is as well anticipating a new template from DCFS that will include the structure needed for inputting the short/long term goals in the NSP.

V. Psychotropic Medication

Recommendation

4.) Careprovider Children and Family Services management maintain current court authorization for all children taking psychotropic medications

Corrective Action Plan

Our agency like other agencies has experienced a challenge with obtaining psychotropic court authorizations in a timely manner. To eliminate this issue all psychotropic authorization will be requested from the psychiatrist 60 days prior to expiration. We will continue to follow up with the court psychotropic authorization desk to ensure timely processing of the prescribed medications, in order to maintain continuity in resident's treatment plans.

CAREPROVIDER.ORG

VII. Clothing and Allowance

Recommendation

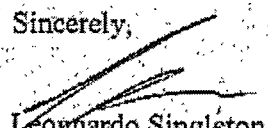
4.) Careprovider Children and Family Services management provide sufficient clothing for each child to meet DCFS clothing standards for quantity.

Corrective Action Plan

Each child has sufficient clothing to meet DCFS clothing standards. Staff will ensure that clothing for each child is logged upon intake and throughout the child's entire stay with this agency.

In closing, the program administrator, facility supervisor and all staff will continue to ensure that a facility inspection is conducted weekly and randomly ensuring that all maintenance requests are attended to promptly.

Sincerely,


Leonardo Singleton
Program Director



DATE: 5/11/2007

TO: Candace Rhue, Group Home Audit Supervisor

FROM: Careprovider Children & Family Services L.

RE: Corrective Action Plan for Audit

The Corrective Action Plan (CAP) has been implemented as follows for Careprovider Children & Family Services Group Home I located at 1541 W. Ave H-1 Lancaster CA 93534 (Licenses # 197604976)

I. Facility and Environment

1 a. Recommendations

Remove writing from the side gate.

Corrective Action Plan

The agency has removed the writing from the side gate. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement. Residents have as well been counseled to refrain from defacing agency property and their property.

1 b. Recommendation

Repair the stove burners and dishwasher.

Corrective Action Plan

The agency has repaired the stove burners and dishwasher. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement.

1 c. Recommendation

Repair the damaged ceramic tile.

Corrective Action Plan

The agency has replaced the damaged ceramic tiles. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement. Residents have as well been counseled to refrain from defacing agency property and their property.

CAREPROVIDER.ORG**1 d. Recommendation**

Refinish or replace the marked bedroom furniture

Corrective Action Plan

The agency has retained the services of a contractor to refinish and stain marked bedroom furniture. It is anticipated that this project will be complete by 5/18/07. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair or replacement. Residents have as well been counseled to refrain from defacing agency property and their property.

1 e. Recommendation

Provide sufficient lighting in all the bedrooms.

Corrective Action Plan

The bedroom fixture on the ceiling will now have brighter bulbs in place, and we will provide each resident with touchier or similar lighting. Group home staff under supervision of the Administrator will ensure that a monthly facility and grounds checklist is completed to identify areas that may need repair, replacement, or enhancement.

II. Program Services**2. Recommendation**

Careprovider Children & Family Services management includes input from the treatment team in the development and implementation of the NSPs.

Corrective Action Plan

Group home staff and administrator are part of the treatment team NSP development and will now ensure that all participants present sign the NSP to reflect their contributions to the plan. The administrator will ensure that the multi-disciplinary team continue to participate in the development and appropriate documentation of NSPs.

V. Psychotropic Medication**5. Recommendation**

Careprovider Children and Family Services management maintain current court authorization for all children taking psychotropic medications

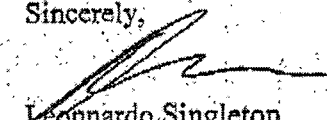
Corrective Action Plan

Our agency like other agencies has experienced a challenge with obtaining psychotropic court authorizations in a timely manner. To eliminate this issue all psychotropic authorization will be requested from the psychiatrist 60 days prior to expiration. We will continue to follow up with the court psychotropic authorization desk to ensure timely processing of the prescribed medications, in order to maintain continuity in resident's treatment plans.

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In closing, the program administrator, facility supervisor and all staff will continue to ensure that a facility inspection is conducted weekly and randomly ensuring that all maintenance requests are attended to promptly.

Sincerely,



Leonnardo Singleton
Program Director